NANTUCKET REGIONAL TRANSIT AUTHORITY
3 EAST CHESTNUT STREET
NANTUCKET, MA 02554

To schedule or cancel a trip call by 2:00 p.m. the day before

(508) 325-7516

YOUR ISLAND RIDE

Transportation for Persons with Disabilities and Elders

POLICIES AND PROCEDURES

Administered By
Nantucket Regional Transit Authority
3 East Chestnut Street
Nantucket, MA 02554
(508) 325-7516

YOUR ISLAND RIDE

POLICIES AND PROCEDURES

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INTRODUCTION

The Nantucket Regional Transit Authority's (NRTA) provides year round transportation to persons with disabilities and elders, this service is called "Your Island Ride". The following are definitions and information for users as to the types of service offered and the types of service that must offered:

A. DEFINITIONS

Advanced Reservation Dial-a-Ride – the client (or the client's advocate) must call by 2:00 p.m. (Monday through Friday, 8:00 a.m. – 4:00 p.m.) on the business day proceeding the requested ride service date. This is Your Island Ride's van service. (For example for service on Tuesday call by 2:00 p.m. on Monday and for Monday service call by 2:00 p.m. on Friday).

Conditional Eligibility – service will be granted when a person who can use the fixed route buses under certain circumstances, but needs demand response service under some conditions (i.e., weather conditions or barriers to a particular trip by fixed route bus).

Curb-to-Curb – the client will be picked up at the curb and dropped off at the curb of their destination.

Demand Response – a term that is often used to describe any services, which is not a fixed route. This term is also used to describe service provided to those who cannot use the fixed route service.

Door-to-Door – when necessary, the client will be assisted from their door to our door and from our door to the door of their destination.

Disability – any physical or mental impairment that substantially limits one or more major life activities, a record of such impairment, or being upgraded as having such an impairment. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. This definition is also for persons with cognitive disabilities and those with contagious to non-contagious diseases. (Definition taken from Americans with Disabilities Act (ADA) Paratransit Handbook, US D.O.T., UMTA, September 1991, pp 1-6).

Elderly – users that are 60 years of age or older.

Fixed Route – a service provided along a prescribed route according to a set schedule. Examples of this type of service are the routes and loops operated by the NRTA during its seasonal operations. When operating

fixed route bus service the NRTA is required to offer comparable paratransit service to those who cannot use the fixed route bus service.

Non/ADA Trip – advanced reservation dial-a-ride response service that is available to persons with disabilities and elders.

Temporary Disability – any condition that verified by a health care professional would qualify a person to utilize the van service. Service for a determined temporary amount of time.

Trip – One-way transportation from a specified location to a specified location.

Unconditional Eligibility – service granted to a person whose disability prevents him/her from using fixed route bus service.

Visitor – any person who lives outside of the NRTA service area (Nantucket).

Visitor Eligibility – presumptive eligibility for 21 days of paratransit service.

Your Island Ride Van Service – Your Island Ride van transportation service operates on an advanced reservation dial-a-ride route system in order to provide adequate transportation for the elderly and disabled of Nantucket. This operation is a "door to door" service. When the NRTA is providing seasonal fixed route service, the NRTA's van serves as the ADA Paratransit service as well. The NRTA will continue to strive to operate "door to door". However, the NRTA strives to provide safe, comfortable and reliable transportation and therefore reserves the right to offer paratransit and van services "curb to curb" when it is deemed necessary or when "door to door" causes safety concerns for the driver and/or passengers.

B. TYPES OF SERVICE: Paratransit (ADA trips) vs. Van Service (non-ADA trips)

The rules for Paratransit (ADA) are different than the rules for non-ADA referred to as van service.

Paratransit/ADA

- ADA must serve within a ¾ mile corridor of the fixed route only.
- ADA service must run during fixed route scheduled hours (including early morning and late night).

- ADA trips operate curb to curb (the NRTA will strive to operate door to door, but reserves the right to operate curb to curb).
- ADA trips cannot be prioritized under any circumstances.
- Qualified individuals must call within the Administrative Hours (8:00 a.m. until 2:00 p.m. Monday through Friday) on the preceding day to request a trip for next day service. The response time to the requested trip can be adjusted to within one hour, if there are scheduling difficulties. However, if the requested trip time needs to be adjusted to a time greater than one hour, the time adjustment must be clarified with the requestor.

Van/Non-ADA
- Non-ADA trips currently operate door to door.
- Non-ADA service is provided on a first some, first serve basis.
- The scheduled operating hours are from 8:00 a.m. – 4:00 p.m., Monday through Friday.

C. Eligibility for Service

A person must be prevented from accessing or navigating the fixed route service to be considered eligible for paratransit services; mere inconvenience in accessing the fixed route is not sufficient grounds for eligibility. Any person being elderly, 60 years of age or older are automatically eligible with documentation provided as proof of date of birth. The NRTA requires any person under the age of sixty (60) to complete a Certification Form. The NRTA will re-certify qualified individuals approximately every three (3) years. Once the NRTA receives the Certification Form, a determination will be made by the NRTA as to the person's eligibility to utilize the service based on the information provided on the Certification Form and in accordance with ADA/Paratransit Handbook guidelines.

Based on the type of disability, the person will be granted conditional or unconditional eligibility. (Unconditional - granted to a person whose disability prevents him/her from using fixed route bus service. Conditional – granted if the person can use the fixed route bus service under certain circumstances, but need paratransit service under some conditions, perhaps weather conditions or barriers to a particular trip by fixed route bus service) The NRTA Administrator or designee is responsible for review of the Certification Form applications.

D. Appeal for Denial Eligibility

The NRTA will send notice of denial to any person who applies to the NRTA for certification as eligible and is denied. The notice of denial will explain the reasons for the denial and will describe the procedures to appeal the determination.

An appeal must be filed within sixty (60) days of the denial of an individuals application. AS part of the appeals process, the NRTA has the right to request

additional documentation (relating to the person's ability to use transit services) from a physical therapist, rehabilitation counselor or other health care professional. The NRTA may require that a health care professional designated by the NRTA, at the expense of the NRTA, evaluate the applicant. The NRTA Administrator or the NRTA Administrator's designee will hear the appeal.

Following the ADA "Appeal Process" issued by the Nantucket Regional Transit Authority (NRTA):

1. Notify the NRTA in writing with sixty (60) days of the determination date indicated on the determination letter that you request to be heard by the NRTA Administrator. This hearing process will allow you to present information and arguments on your behalf. The Administrator will then make a decision on whether to deny eligibility and written notification will be sent to you with the reasons for denial.
2. The NRTA is not required to provide comparable paratransit service to the individual pending the determination on appeal. However, if the NRTA has not made a decision within thirty (30) days of the receipt of the appeal, the NRTA will provide service from that time and until a decision on the appeal is made.

E. Wheelchair Accessible Transportation

The NRTA will transport wheelchair passengers on a door-to-door basis, providing that the following conditions are met. These conditions have been established as safety concerns for our passengers as well as our drivers. It is the NRTA's goal to be in compliance with ADA as long as adhering to ADA requirements ensures maximum safety to all parties involved.

1. If any building in which the NRTA transports passengers to and from has more than one step and is not equipped with a ramp, the NRTA will transport that client curb to curb.
2. If the passenger does not have the proper equipment to be transported safely. (For example, a passenger and a wheelchair, when occupied, exceeds more than 600 pounds and the lift platform has a maximum weight capacity of 600 pounds.)

F. Scheduling Trips

All passengers are required to call in advance for an appointment. Appointments are to be made by 2:00 p.m. at a minimum the day before the travel date. Office hours are Monday through Friday 8:00 a.m. to 4:00 p.m. No same day transportation will be provided.

At times a trip may not be able to be scheduled at the time the passenger requests. The Trip Scheduler will give the passenger the times that are currently

available. If it is not possible to transport him/her the day requested, the passenger would be informed and given the opportunity to schedule a trip for a future date.

G. Cancellations

It is preferable that the NRTA is given 24 hours notice of a canceled trip. However, the passenger is required to give at least two (2) hours notice of a cancelled trip. If the driver arrives for a scheduled pick up, which a passenger has failed to cancel, that trip will be marked as a "No Show". After three (3) "No Shows" in sixty (60) days, the passenger will be suspended. (See Refusal or Suspension of Service – No Shows).

H. Amount of Assistance Rendered

All van service will be "door to door" service, provided it is safe to do so. The NRTA reserves the right to make any service "curb to curb". Drivers will render, as much assistance as possible, getting in and out of the vehicles will depend on circumstances. There is a 2-bag limit on groceries per person. This limit will be strictly enforced. Drivers will pick up bulk bags (birdseed, cat food, etc.) not exceeding 20 pounds. Drivers are not expected to carry cases of anything.

I. Waiting Time

Waiting for passengers who are not ready can disrupt the entire schedule. All passengers are required to be ready fifteen (15) minutes before their scheduled pick up time. If the passenger is not ready, the van will wait no more than five (5) minutes or ten (10) minutes for an ADA trip after scheduled pick-up time. After that time, the driver will call the trip scheduler to receive permission to leave that stop.

J. Refusing Rides

Rides can be refused under the following conditions:

1. When the schedules are full.
2. The passenger does not have the proper equipment to be transported safely. For example, a passenger has a wheelchair, when occupied exceeds more than 600 pounds which cannot be accommodated on the lift platform.
3. If a passenger is abusive to the driver, trip scheduler, NRTA employees, and agents for the NRTA, or other passengers. Cases of abuse of a driver must be documented before any action is taken. (Must notify supervisor).

4. Passengers are not allowed to carry explosives, highly flammable or dangerous materials and passengers will not be transported under any condition with these types of materials.
5. The NRTA reserves the right to refuse transportation to any person under the influence of intoxicating beverages or drugs.

K. Refusal or Suspension of Service – Conduct

The NRTA may refuse or terminate service to those individuals who engage in violent, seriously disruptive, or illegal conduct. Such conduct includes, but not limited to, verbal or physical abuse to a driver, dispatcher, and NRTA employee, agents for the NRTA or other passengers, or any person under the influence of alcohol or a controlled substance. Such action will either be taken immediately or upon investigation of any incident.

In the event of an incident that prompts immediate refusal of or termination of service by the vendor providing the service, the NRTA will investigate the incident and determine if the refusal or termination of service will persist. If future use of paratransit service is to be refused the NRTA will notify the individual in writing that he/she will no longer be provided with transportation. This determination will be made in a non-discriminatory manner consistent with the ADA.

An appeal of the decision to refuse or terminate use of paratransit service may be made by the affected individual within ten (10) days of the determination date. The individual may appeal the suspension and will have the opportunity to be heard and to present arguments. The appeal will be heard by the NRTA Administrator or the NRTA's Administrator's designee. After the appeal is heard, written notification of the appeal decision and the reasons for the decision will be provided within thirty (30) days of the completion of the hearing. The NRTA Trip Scheduler is responsible for suspension of service procedures.

1st offense – 7-21 day suspension
2nd offense – 21-35 day suspension
3rd offense – 35-60 day suspension
4th offense – indefinite suspension.

L. Refusal or Suspension of Service – No Shows

The NRTA may suspend paratransit services for a reasonable period of time to paratransit-transit eligible persons who establish a pattern or practice of missing scheduled trips without prior cancellation notice (see: "Cancellations"). Prior to imposing a suspension of services, the NRTA will notify the individual of the unacceptable pattern or practices that may lead to suspension of paratransit service.

- Notify the individual in writing or in an accessible format, of its intention to suspend service, the specific reasons for such a suspension, and provide the
- specifics of the suspension.
- Notify the individual of the opportunity to be heard and to present information and arguments against sanctions, within a ten (10) day period from the individual's receipt of the notice.

1st offense – 7-21 day suspension
2nd offense – 21-35 day suspension
3rd offense – 35-60 day suspension
4th offense – indefinite suspension

M. Appeals Hearing Process

If an appeal hearing is necessary, (whether for suspension of service or denial of eligibility), it is heard by the NRTA Administrator or the NRTA Administrator's designee. If the individual does not agree with the determination decision of the hearing, than the individual may appeal the determination to the NRTA Advisory Board. If the individual does not agree with the determination made by the NRTA Advisory Board, than that individual can appeal to the Executive Office of Transportation and Construction.

N. Client Billing Policy

Clients are billed quarterly $1.00 per trip for in-schedule trips and $2.00 per trip for out-of-schedule trips, unless they are part of a program that pays for their transportation (i.e. DMR). A three-month pass is available for $50.00 per quarter, which provides unlimited in-schedule service. Additional charges will be added to a client's bill for no-shows and non-cancelled trips. The rate for no-shows and non-canceled trips is $2.00 per trip.

The trip scheduler will be updated on a regular basis by the NRTA on passengers who are on credit hold for non-payment of bills. *Any passenger who is delinquent on their bills and makes no effort to pay will have their service suspended until their balance is paid in full.*

O. Visitors

Persons who reside outside the NRTA service area are considered: "visitors".

All disabled visitors who present documentation of their ADA paratransit eligibility form from another transit agency will be accorded "visitor eligibility" by the NRTA. Disabled persons without such documentation who desire "visitor eligibility" for paratransit services will be required to document their place of residence as outside the NRTA service area and, if the disability is not apparent, to document

their disability. With these documents and the certification by the individual that he/she is unable to access and/or navigate the fixed route bus service, the NRTA will grant the individual presumptive "visitor eligibility"

"Visitor Eligibility" will permit a disabled presumptive "visitor eligibility" for 21 days of paratransit service. All visitors will be encouraged to apply for NRTA paratransit eligibility, for which the NRTA will provide a determination within 21 days of receipt of a completed application.

P. Seatbelts

All passengers are required to wear seatbelts at all times. Passengers will be refused transportation if they refuse to wear a seatbelt.

Q. Holidays*

The NRTA administrative office will be closed and Your Island Ride van service for ADA and Non/ADA trips will not be provided on the following holidays:

HOLIDAYS

New Years Day
Martin Luther King Day
President's Day
Patriot's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

*Dates of observed holidays will be updated annually.

R. Emergency Cancellations

Your Island Ride van service for ADA and Non/ADA trips will be cancelled when Nantucket Public Schools are closed. The operator will determine other cancellations, due to unsafe conditions, and the NRTA and clients will be notified.

The NRTA reserves the right to modify or amend these policies and procedures from time to time as deemed appropriate.

These policies and procedures are available in large print and on audiocassette, upon request.